

MEMO



**To : ADMINISTRATION COMMITTEE
BISMARCK OBANDO, CHAIR
RAHIM HASSANALLY, MEMBER**

Date: August 26, 2016

**From : WILLIAM G. BRENNAN
EUGENE OHTA**

**Subject: ANNUAL UPDATE CONCERNING THE DEVELOPMENT AND USE OF THE
BOARD'S WEBSITE**

The Board has requested an annual update concerning the utilization of its website.

Board staff continues to monitor the website and make revisions and improvements as needed throughout the year. Visitors to the site can subscribe to board publications, make document requests and view all public documents provided at board meetings.

Staff from the Department of Motor Vehicles ("DMV") maintain and update the site with direction from Board staff. DMV staff provides a high level of customer support and in the coming months will upgrade the site to automatically adapt to the viewer's device and will adjust its layout to fit the screens on desktops, smartphones, and tablet devices.

The chart below shows a comparison of the top 10 pages that were viewed during visits to the website during 2014/2015 and 2015/2016.

	Website Pages	2014/2015 Annual Hits		Website Pages	2015/2016 Annual Hits
1	Home Page	10,550		Home Page	12,368
2	Mediation	5,817		Mediation	2,504
3	Spanish Mediation	1,533		Forms	1,231
4	Forms	879		Search	837
5	Board Meetings	828		Protest Statutes	776
6	Protests	814		Protests	752
7	Board Members	752		Board Members	668
8	Final Protest Decisions	584		Final Protest Decisions	636
9	Statutes	556		Meeting Agendas	604
10	Regulations	532		FAQs	511

This matter is for information only. If you have any comments or questions, please contact me at (916) 324-6197 or Eugene Ohta at (916) 327-7261.

cc: Glenn Stevens, President